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Your Rights in the Rehabilitation Process

CAP

Client Assistance Program

1-800/641-3929 (voice/TTY)

Do you know and understand all the
rehabilitation services available to you?

Do you know all your rights to services from
the Illinois Department of Rehabilitation
Services (DORS)?

**CAP helps people with disabilities
get answers to questions and solve
problems related to their rights,
available services, vocational
rehabilitation, and DORS and its
programs.**

Write or call



CAP


100 N. 1st. Street, 1st Floor West
Springfield, IL 62702-5197
1-800-641-3929 (Voice/TT)



Do you know and understand all the rehabilitation services available to you?

CAP can explain services and benefits.

If you have problems with counseling, training programs and services, independent living programs, job placement, rehabilitation facilities or home services, CAP can assist you by providing information, advice, or directing you to the right person. We will also work with you and your counselor to find a solution.



If you feel the decisions made regarding your services are not proper, or you are unhappy with the services you have received, CAP can explain decisions about services or help you appeal a decision.

CAP can investigate your concerns and help you file complaints with the Department of Human Rights, the Office of Civil Rights, or other appropriate authority.



CAP participates in public awareness activities and is available to deliver public presentations on DORS, CAP, and disability issues. CAP also participates in activities that promote accessibility and independence.

CAP is federally mandated in the Rehabilitation Act of 1973, as amended.













CAP works with various legal assistance organizations and has offices statewide. Your local CAP office is located at:

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 **as an applicant or client**

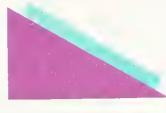


You have the right to:

-  apply for services
-  a determination of your eligibility within 60 days
-  your choice of service vendors, with some limitations
-  confidentiality of information about your services
-  non-discrimination
-  review your case file and get copies of most of the information in it
-  an accessible environment at DORS and DORS' service vendor locations
-  request a different DORS counselor
-  free representation and advocacy
-  appeal, or ask for an outside opinion on any decision which affects your DORS services

 **as a client**

-  participate in the development of your Individualized Written Rehabilitation Plan (IWRP), and request the plan be changed to reflect any changes in circumstances or needs.

You have a responsibility to:

-  cooperate in your rehabilitation program, including keeping appointments, attending scheduled activities, and carrying out all medical and other professional instructions
-  obtain written approval from your DORS counselor before you receive any service, including equipment, if you expect DORS to pay for the service or equipment
-  carry out your Individualized Written Rehabilitation Plan (IWRP) according to the arrangements you made with your counselor in the IWRP, and inform your counselor of any changes in your circumstances or needs that may require the IWRP to be changed or amended.

DORS does not discriminate on the basis of disability in admission or access to, or treatment or employment in its programs and activities in compliance with appropriate state and federal statutes. The Director is responsible for compliance; 217/782-5734 (voice or TTY). Printed by authority of the state of Illinois 10,000 count (7/93)

I would like to be contacted by CAP concerning:

Name _____
Address _____
City _____
State _____
Zip _____
Phone () _____

Best time to contact me: _____

for confidentiality, you may wish to mail this in an envelope



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Springfield, Illinois 62702-5197